#### DEVELOPMENT SERVICES DEPARTMENT

The Development Services Department provides a variety of services for many customers which includes the citizens of Rio Rancho, property owners of land within the City and the development community. Services are provided by Staff that is organized into four divisions; Planning, Zoning, Building and Real Property. These four divisions under one development umbrella allow the City to provide seamless service as customers transition from one phase of development to another. Collaboration with other city departments and other agencies in the review of various permit applications and development plans is essential in order to and assist customers with the various processes. Development Services staff serve as liaison between citizens, the development community and municipal and state government agencies that together all play a key role in defining the quality and character of Rio Rancho of the future.

Despite the current economic conditions nationwide, Rio Rancho continues to make marked changes in the economic development of the City by attracting Development such as Hewlett-Packard, the University of New Mexico, and Central New Mexico Community College. Rio Rancho will in the near future see completion of its first two hospitals, Presbyterian Hospital and University of New Mexico Regional Medical Center. Recent approvals that will pave the way for retail development include zoning approval for a 14-plex (expandable to 18 screens) theatre. A key focus will continue to be development of City Center.

Emphasis in this fiscal year will be placed on implementing the goals contained within the City's adopted Strategic Plan and updating the City's Comprehensive Plan. Other administrative projects will include amending the City's Land Use, Building, and Subdivision Ordinances, and streamlining permit processes in order to improve the manner in which we provide service to customers.

It is our mission to provide service that is prompt, professional and predictable while protecting the health, safety and welfare of the public. Our goal is to foster a safe, family friendly and sustainable community with an appropriate balance of housing, employment, recreational, cultural, and educational opportunities.

### Overview of each Division

The **Planning Division,** in collaboration with other Staff implements the policy directives of the Governing Body and City Administration. The community's physical development is managed through current and long range land use planning efforts which result in the preparation and adoption of a variety of Specific Area and Master Plans and the subdivision review and approval process. Additionally, the division maintains, monitors and updates the City's Comprehensive Plan.

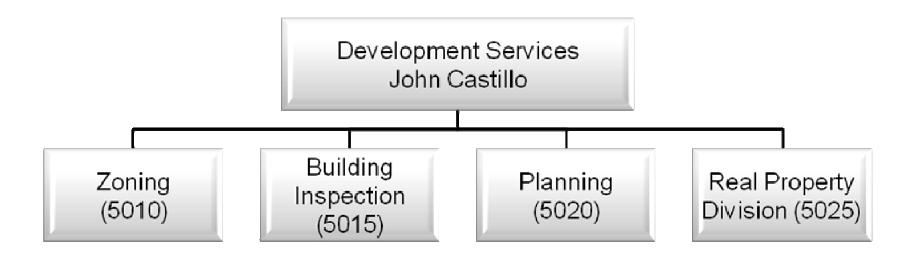
The **Zoning Division** in collaboration with other Staff implements policy adopted by the Governing Body and City Administration pertaining to land use. Staff in the Zoning Division provides technical support to the Planning and Zoning Board as well as the Governing Body via recommendations on requests for zone map amendment, variances and conditional use permits. Division Staff have administrative approval authority for various permits including but not limited to sign permits, special event permits and home occupation permits and reviews residential and commercial plan reviews for compliance with applicable land use regulations.

The **Building Division** is charged with ensuring that all building construction over which the City has jurisdiction conforms to the standards set forth by the Governing Body and the State of New Mexico.

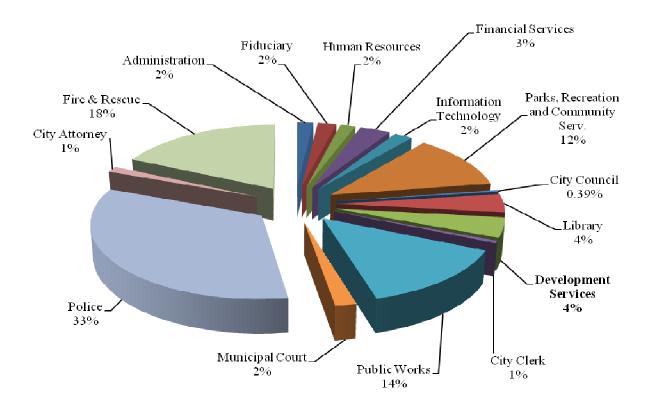
This includes the issuance of building permits, the monitoring of construction, the inspection of all the appropriate building structures, follow-up on all citizen and Construction Industry Division (C.I.D.) complaints and providing all customers with general construction information.

The **Community Development (Real Estate) Division** is assigned the responsibility for all Land Management/Real Estate Transactions on behalf of the city. In addition to responsibility for land acquisition and disposition for all departments they are leading the effort to compile and maintain an accurate inventory of all city property.

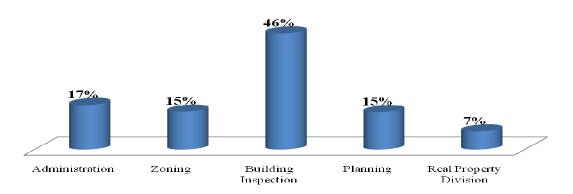
# City of Rio Rancho Department Budget Structure



# GENERAL FUND FISCAL YEAR 2011 DEVELOPMENT SERVICES Total Budget \$2,150,244

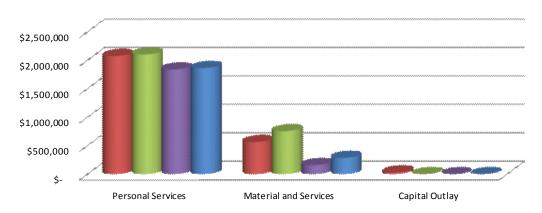


# Percentage by Cost Center

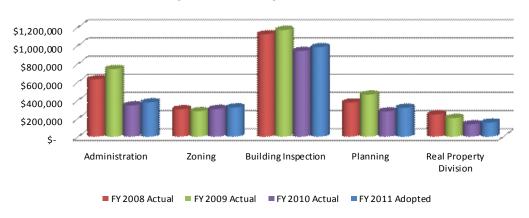


DEVELOPMENT SERVICES DEPARTMENT BUDGET SUMMARY FIS CAL YEAR 2010 - 2011											
Object of Expenditures		FY 2008 Actual		FY 2009 Actual		FY 2010 Actual		FY 2011 Adopted			
General Fund											
Personal Services	\$	2,075,447	\$	2,101,395	\$	1,840,082	\$	1,864,271			
Material and Services		563,853		755,148		159,467		285,973			
Capital Outlay		30,250		-		-		-			
	Total	2,669,550		2,856,543		1,999,549		2,150,244			
Expenditure by Cost Center											
Cost Center											
Administration	\$	627,994	\$	741,617	\$	342,575	\$	376,112			
Zoning		300,530		280,264		303,045		321,067			
<b>Building Inspection</b>		1,122,504		1,168,648		939,613		981,862			
Planning		374,986		461,880		276,975		317,023			
Real Property Division		243,536		204,134		137,341		154,180			
	Total	2,669,550		2,856,543		1,999,549		2,150,244			

# By Type of Expenditures



# **Expenditures by Cost Center**



DEVELOPI OPERATIONAL PER			CATORS		
	2008	2009	20	10	2011
Indicators	Actual	Actual	Target	Actual	Target
PROGRAM: Zoning Division					
Effectiveness				1	
Percent of residential plan reviews completed within target; 10 working days	95%	93%	95%	97%	97%
Percent of non-residential plan reviews completed within target; 20 working days	90%	93%	95%	95%	95%
Workload					
Number of Residential Applications	1,900	1,285	1,335	1,345	1,500
Number of Non-Residential Applications	250	116	126	66	100
PROGRAM: Building Division					
Effectiveness					
Percent of inspections completed withing target; 2					
working days from request for inspection to	92%	95%	95%	97%	97%
completion	ļ	ļ			
Workload	<b>7</b> 0.000	24 600	27.000	24.000	20.000
Number of Inspections	50,000	21,600	25,900	24,000	28,000
PROGRAM: Planning Division					
Effectiveness					
Number of Preliminary & Final Plats processed within target; 90 days	66%	29%*	75%	0%	90%
Workload					
Number of Preliminary & Final Plats	40	8	16	5	10
*Processing delayed at applicant's request					
Effectiveness					
Process complete GB/PZB applications within six weeks after receipt			90%	Not Available	90%
Workload					
Number of ZMA Applications			30	Not Available	30
PROGRAM: Support Services					
Effectiveness					
Number of Civic Plus inquiries responses within target; 2 days			95%	Not Available	95%
Workload					
Number of on-line Inquiries			340	Not Available	340
1" "					

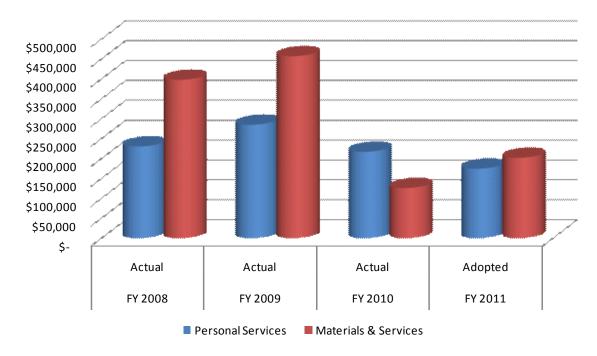
# **Development Services / Administration (5005)**

# **Program Description:**

Coordination of the multi-faceted operations of the Development Services Department.

DEVELOPMENT SERVICE DEPARTMENT  Administration  Cost Center 101-5005  Expenditures											
		FY 2008 Actual		FY 2009 Actual		FY 2010 Actual		FY 2011 Adopted	% Change		
Personal Services Materials & Services	\$	230,345 397,649	\$	284,690 456,927	\$	216,789 125,786	\$	174,376 201,736	-20% 60%		
Total	\$	627,994	\$	741,617	\$	342,575	\$	376,112	10%		
Positions Approved*		2		4.5		4		2	-50%		

<sup>\*</sup>Full Time Equivalence

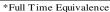


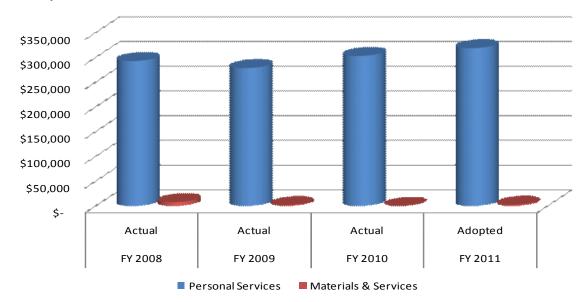
# **Development Services / Zoning (5010)**

### **Program Description:**

The **Zoning Division** of Development Services implements policy adopted by the Governing Body as it relates to health, safety, welfare, and land use management. In concert with the Planning Division, this staff provides technical support to the Planning and Zoning Board as well as the City Council with regard to land use decisions. The Zoning Division reviews and carries administrative approval authority for sign permits, special event permits, and home occupation permits. In addition they carry out residential and commercial plan reviews per the approved zoning regulations. The Division also processes requests for zone map amendments, variances, and conditional use requests. Finally, they evaluate and prepare recommendations to appeal and special exception applications for review and approval by the Planning & Zoning Board and the Governing Body. In general, the Division administers Chapter 9; Planning, Zoning, Land Use Management Ordinance and related ordinances as required in order to meet the needs of our community.

•	DEVELOPMENT SERVICE DEPARTMENT											
Zoning												
Cost Center 101-5010												
	Expenditures											
		FY 2008		FY 2009		FY 2010		FY 2011	%			
		Actual		Actual		Actual		Adopted	Change			
Personal Services	\$	292,846	\$	278,594	\$	303,045	\$	318,717	5%			
Materials & Services		7,684		1,670		=		2,350	0%			
Total	\$	300,530	\$	280,264	\$	303,045	\$	321,067	6%			
Positions Approved*		14		7		5		5	0%			



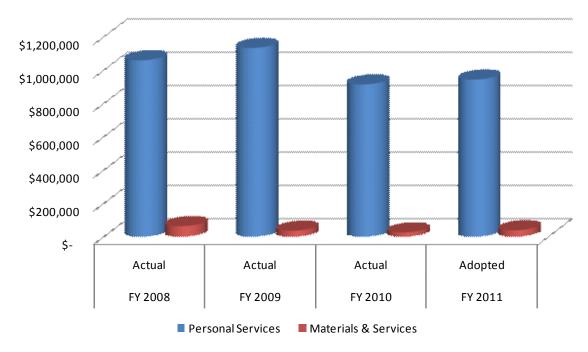


# **Program Description:**

**The Building Division** is the portion of the Development Services Department that is charged with ensuring that all building construction over which the City has jurisdiction conforms to the standards set forth by the Governing Body and the State of New Mexico. This includes the issuance of building permits, the monitoring of construction, the inspection of all the appropriate building structures, follow-up on all citizen and Construction Industry Division (C.I.D.) complaints, and providing all customers with general construction information.

DEVELOPMENT SERVICE DEPARTMENT  Building Inspection  Cost Center 101-5015  Expenditures											
		FY 2008 Actual		FY 2009 Actual		FY 2010 Actual		FY 2011 Adopted	% Change		
Personal Services Materials & Services	\$	1,059,224 63,280	\$	1,133,285 35,363	\$	914,259 25,354	\$	943,322 38,540	3% 52%		
Total	\$	1,122,504	\$	1,168,648	\$	939,613	\$	981,862	4%		
Positions Approved*		18		17		16		16	0%		

<sup>\*</sup>Full Time Equivalence

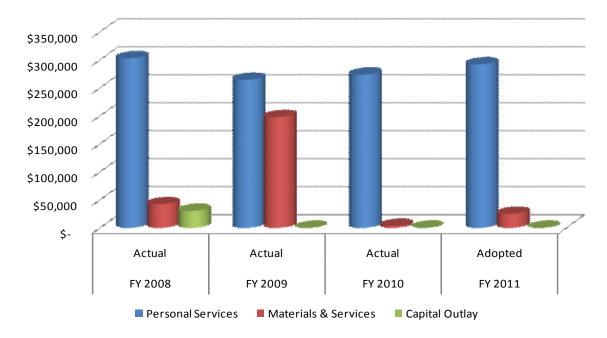


### **Program Description:**

The **Planning Division** within the Development Services Department implements the policy directives of the Governing Body and City Administration as they relate to the physical, social and economic development of the City. The community's physical development is managed through the subdivision review and approval process, current and long range planning efforts, land use and transportation planning. Additionally, the division maintains, monitors and updates the City's Vision 20/20 - Integrated Comprehensive Plan, provides research and analysis on a wide variety of projects including the North Central Area Plan currently underway.

	DEVELOPMENT SERVICE DEPARTMENT										
Planning											
Cost Center 101-5020											
Expenditures											
		FY 2008		FY 2009		FY 2010		FY 2011	%		
		Actual		Actual		Actual		Adopted	Change		
Personal Services	\$	302,572	\$	264,176	\$	273,574	\$	292,026	7%		
Materials & Services		42,164		197,704		3,401		24,997	635%		
Capital Outlay		30,250		-		-		-	0%		
Total	\$	374,986	\$	461,880	\$	276,975	\$	317,023	14%		
	·		·		•		·				
Positions Approved*		5		5		5		4	-20%		

<sup>\*</sup>Full Time Equivalence



# **Development Services / Real Property (5025)**

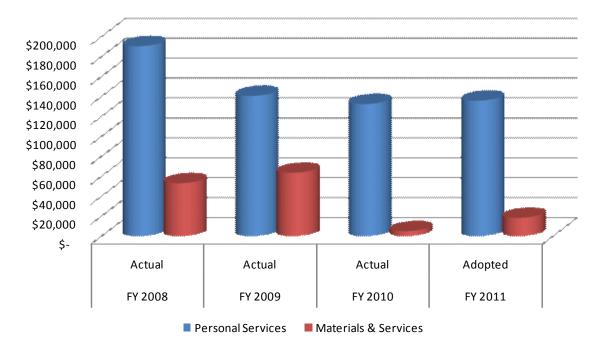
# **Program Description:**

**The Real Property Division** within the Development Services Department, implements the policy adopted by the Governing Body and City Administration as it relates to Lands Management/Real Estate Transactions. This division actively manages land acquisition and disposition for all departments.

DEVELOPMENT SERVICE DEPARTMENT Real Property Division Cost Center 101-5025 Expenditures											
		FY 2008 Actual		FY 2009 Actual		FY 2010 Actual		FY 2011 % Adopted Change			
Personal Services Materials & Services	\$	190,460 53,076	\$	140,650 63,484	\$	132,415 4,926	\$	135,830 18,350	3% 273%		
Total	\$	243,536	\$	204,134	\$	137,341	\$	154,180	12%		

Positions Approved*	3	2	2	2	0%

<sup>\*</sup>Full Time Equivalence



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